

From: Kevin Kendrick
To: Microsoft ATR
Date: 1/3/02 7:54pm
Subject: Microsoft Settlement

While I commend the US government and most of the states in reaching a settlement agreement with Microsoft, I believe that the process and the costs are out of line with the value the citizen/consumers have received. This is not where we should be spending our valuable resources.

I do not see how this "U.S. settlement" helps me and definitely do not see how the "holdout states" settlement is significantly better and worth the wait and expense of getting it. It is the job of the government to protect the consumer (not the competitors) against harmful practices. I am hard pressed to believe that consumers like me need the help of the government in deciding if we are getting the value out the product for the price. We vote with our checkbooks and companies respond by adding more features or reducing the price in line with the value they are delivering. As for the response of the competitors, they should be responding in the marketplace and not in the courtroom.

I am a user of Microsoft products and have enjoyed all of the additional features they are constantly adding to make the product easier and better to use. I call these improvements and am well qualified to determine if I should purchase the product that offers the improvements. Microsoft remains diligent in providing what the customer demands and is spending what it takes to deliver the technology to the customer at a great prices.

Let's get on with it and settle the case. It's dragged on too long.
Let's spend government resources where they are needed, in helping people that need help.
Quit wasting our money and SETTLE.

Sincerely,

Kevin Kendrick

Kevin Kendrick
1305 Lombard Street #6
San Francisco, CA 94109
t: (415) 922-3078
m: (415) 572-4447
f: (419) 793-7306
e: <mailto:k-j-k@pacbell.net> k-j-k@pacbell.net